

Hawai'i's ENTRY LEVEL Occupations

*Top 20 Occupations with the
Largest Number of Job Openings*



State of Hawai'i
Department of Labor and Industrial Relations
Research and Statistics Office

June 2001



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LO'IIHI stands for Labor and Occupational Information Hawai'i. The name LO'IIHI (pronounced low-ee-hee) originates from the young, undersea volcano located 30 kilometers southeast of the island of Hawai'i. The logo incorporates the undersea volcano and its plumes which are two reaching hands symbolizing the helping function of the Research & Statistics Office, providing information and services for the people of Hawai'i.

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Introduction

Hawai'i's ENTRY LEVEL Occupations provides information on twenty occupations with the largest number of annual job openings that are easy to learn and generally require no experience. Annual job openings are based on the 1998 to 2008 Hawai'i employment projections that are published by our Research and Statistics Office.

It is a useful guide for students, job seekers, and other interested individuals who are making career decisions. Counselors and job placement specialists who assist in career planning and job selection can also use the information contained in this guide.

OES (Occupational Employment Statistics) and SOC (Standard Occupational Classification) codes are assigned to each entry-level occupation, which are presented alphabetically in the guide. For each occupation, there is a job description, wages, employment, outlook, job requirements, advancement possibilities and job search tips. The information was gathered from various sources that are provided in the Appendix.

Please note that the occupational guides are not job offers but information provided to help in the career planning process.

Comments and suggestions regarding the format or content of this report are welcome and can be directed to:

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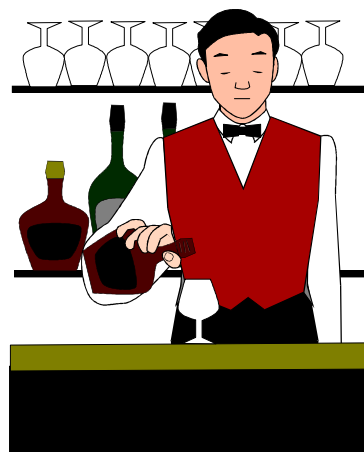
Bartenders

OES code: 65005

O*NET-SOC code: 35-3011.00

Description of the Job

Bartenders mix and serve to patrons, directly or through wait staff, alcoholic and nonalcoholic drinks following standard recipes.



Wages

To get a general idea of the amount of money a person could expect to make by working as a bartender, the statewide *mean* (average) wage is \$10.52 per hour, or \$21,880 per year. Meanwhile, the statewide *median* hourly wage for this occupation is \$8.56. Bartenders that work in public bars receive tips, which are already factored into the wages stated above.

Employment

There were about 2,640 bartenders employed statewide in 1998.

The retail trade industry, eating and drinking places in particular, employs the majority of bartenders (about 63 percent of the total). A second key industry is services, where another 30 percent of bartenders worked at hotels and other lodging places. About 5 percent of bartenders were found in amusement and recreational facilities, while 2 percent were employed by membership organizations.

Outlook

This occupation is projected to decline by 0.45 percent annually, from 1998 to 2008. If this trend materializes, then employment for bartenders would be about 2,520 in 2008. Less cocktail drinking outside the home is a

Bartenders

OES code: 65005

O*NET-SOC code: 35-3011.00

probable cause which will lead to the loss of around 10 jobs every year during this 10-year period. However, employment prospects for bartenders won't be all that bad due to 110 openings expected as a result of separations.

Job Requirements

Bartenders are responsible for preparing and serving drinks ordered by customers. Ingredients used to mix the drinks include liquor, soda, water, sugar, and bitters. Employees must also be able to work cooperatively with others. Knowledge of liquor laws may be helpful for this occupation.

Skills required for this job include excellent customer service skills, good communication skills, able to get along with others, have a good memory, able to follow instructions, and good hand coordination.

Employees are normally required to have a high school diploma or GED certificate. For some jobs, on-the-job training or experience may be required. Potential job seekers may wish to take classes in mixing and serving alcoholic and nonalcoholic beverages to patrons of bars or other institutions. Training provided by employers may last for a few months.

Advancement Possibilities

Advancement for bartenders is usually limited to finding a job in a more expensive restaurant or bar where prospects for tip earnings are better. A few bartenders do open their own businesses. Opportunities for promotion may be few in smaller establishments.

Starting Your Job Search

Information about job opportunities may be obtained directly from employers and employment service agencies. Newspaper advertisements also provide sources of employment.

Cashiers

OES code: 49023

O*NET-SOC code: 41-2011.00

Description of the Job

Cashiers receive and disburse money in establishments other than financial institutions. The job usually involves the use of adding machines, cash registers, or change makers.

Duties may also include processing credit card transactions.



Wages

Cashiers earnings would be somewhere around \$8.85 an hour, which is the statewide *mean* (average) wage for that job. This converts into \$18,410 per year. The statewide *median* wage is \$8.03 per hour.

Employment

Cashiers represented approximately 14,150 of the total statewide employment in 1998.

Although employed in almost every major industry, the overwhelming majority work in the retail trade industry. Food stores accounted for 23 percent of all cashier jobs, while eating and drinking places had 20 percent. General merchandise stores also employed large numbers of these workers, about 13 percent, as did miscellaneous retail establishments. The auto dealer and service station sector had about 7 percent of the cashier employment. Outside of retail establishments, many cashiers worked in the services industry. Hotels and other lodging places, along with amusement and recreation services, both accounted for 4 percent of all cashiers.

Outlook

From 1998 through 2008, the number of cashiers is forecast to grow 1.56 percent each year. This faster than average growth rate will present numerous opportunities for this occupation. The average annual openings created due to growth is projected to be 220 during the 10-year period.

Cashiers

OES code: 49023

O*NET-SOC code: 41-2011.00

The need to replace workers who transfer to other jobs or leave the labor force will also produce 620 openings.

Job Requirements

This job involves the operation of machinery such as a cash register or electronic scanner to compute the total cost of customer transactions, the handling of merchandise in retail operations, and requires direct contact with the public. Familiarity with machinery such as a 10-key calculator may be helpful.

Those seeking employment in this occupation should enjoy dealing with people, must possess good communication skills, must be able to get along well with others, and should have good finger dexterity to operate the machinery. Mathematical ability is also required to accurately handle customer transactions.

This occupation may require a high school diploma or GED certificate. Training may be completed in a few days to a few months.

Advancement Possibilities

Advancement opportunities for cashiers vary. For those working part time, promotion may be to a full-time position. Others advance to head cashier, cash office clerk, or supervisor. Sometimes an experienced cashier with more education can become a bookkeeping or credit clerk. In most grocery chains, opportunities for promotion are good. Cashiers interested in working toward full-time careers may be able to advance to department head clerk and eventually to store manager.

Starting Your Job Search

People interested in getting work as cashiers and cashier-wrappers should contact employers directly, or they can file an application with an employment service office. They should also search the newspaper want ads. Talking to friends and relatives may also provide good job leads.

Combined Food Preparation & Service Workers

OES code: 65041

O*NET-SOC code: 35-3021.00

Description of the Job

Combined food preparation and service workers perform duties which combine both food preparation and food service. Workers who spend more than 80 percent of their time in one job would be reported in that occupation.



Wages

To give the job seeker an idea of the wages for a combined food preparation and service worker, the statewide *mean* (average) wage is \$6.71 per hour, or \$13,960 per year. The statewide *median* hourly wage is \$6.31.

Employment

In 1998, there were an estimated 9,720 employees statewide working as combined food preparation and service workers.

The vast majority of combined food preparation and service workers were employed in the retail trade industry. Eating and drinking places accounted for 86 percent of all combined food preparation and service workers jobs. Another 6 percent of people in this occupation were found in food stores. With a 5 percent share, services is the second key industry and workers in this occupation are primarily employed in the hotel and other lodging places and motion picture sectors.

Outlook

Job growth for combined food preparation and service workers is predicted to be slower than average, only around 0.57 percent annually

Combined Food Preparation & Service Workers

OES code: 65041

O*NET-SOC code: 35-3021.00

during 1998 through 2008. This amounts to about 60 new jobs created each year. However, job openings should be sufficient through 2008 because of numerous openings stemming from the need to replace workers who leave their jobs. Approximately 540 of these positions are expected to open up during the 10-year period because of the high turnover rate in this occupation.

Job Requirements

Workers in this occupation help in the handling and serving of food items. They deal directly with the public, and operate machinery to reheat food items and serve beverages.

Skill requirements for this job include excellent customer service relations, the ability to communicate well with others, physical stamina, basic math ability, good hand coordination, and must be able to follow directions.

Employers normally require only a high school diploma or a GED certificate. Training may last anywhere from a few days to a few months.

Advancement Possibilities

Opportunities for promotion are limited. After gaining some experience, some are able to advance to waiter, waitress, or bartender jobs. In larger restaurant chains, food and beverage service workers who excel at their work may be able to enter the company's formal management training program.

Starting Your Job Search

For food preparation and service work, people should contact employers directly or file an application with a public or private employment service office. They should also read the newspaper want ads for job vacancies. Talking to friends and relatives is a familiar source of job leads.

Counter and Rental Clerks

OES code: 49017

O*NET-SOC code: 41-2021.00

Description of the Job

Counter and rental clerks receive orders for services, such as rentals, repairs, dry cleaning, and storage. They may compute cost and accept payment.



Wages

The statewide *mean* (average) wage for counter and rental clerks is \$9.06 hourly or \$18,850 annually. The *median* hourly wage for this occupation is \$8.49. In addition to wages, some counter and rental clerks may receive commissions, based on the number of contracts they complete or services they sell.

Employment

Counter and rental clerks accounted for 2,360 jobs statewide in 1998.

A high proportion of counter and rental clerks work in the services industry. About 1 of every 3 clerks worked in the auto repair, services and parking sector, for such companies as automobile rental agencies. Another 16 percent of the counter and rental clerks were found in the motion picture sector, which includes video tape rental stores. Approximately 13 percent were in the personal services (such as dry cleaning) and the business services (such as equipment rental) sectors. An additional 8 percent of the total employment for these clerks were in amusement and recreation service establishments. A smaller proportion of these workers were found in the retail trade and finance, insurance, and real estate industries.

Outlook

Employment of counter and rental clerks is projected to increase by 1.91 percent each year from 1998 through 2008, faster than the average for all occupations. This may be due to businesses' desire to improve customer service. About 50 job openings will be the direct result of growth, but 100

Counter and Rental Clerks

OES code: 49017

O*NET-SOC code: 41-2021.00

more are expected to arise from the need to replace experienced workers who transfer to other jobs or quit working altogether.

Job Requirements

Counter and rental clerks interact frequently with customers and coworkers. They must be able to work cooperatively with others and process orders for rentals and services. In addition to handling orders, they may also perform administrative tasks such as handling paperwork, answering phones, and keeping records of items rented.

Those employed in this occupation should enjoy helping and working with others, have good communication skills, must be able to perform basic math operations, and able to follow instructions.

Employers generally prefer workers that possess a high school diploma or equivalent. Employees may become proficient in this job after a few days to a few months of on-the-job training.

Advancement Possibilities

Advancement opportunities for counter or rental clerks depend on the size and type of company. Many establishments that employ these clerks tend to be small businesses, making advancement difficult. In larger establishments, these jobs offer good opportunities for workers to learn about their company's products and business practices. These jobs can be stepping stones to more responsible positions, because it is common in many establishments to promote counter and rental clerks to assistant managers.

Starting Your Job Search

Applications may be made directly to the employers. Job announcements can also be found in the classified ad section of most newspapers, or by visiting an employment service office.

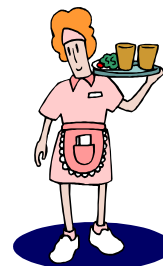
Dining Rm./Cafeteria Attendants, Bartender Hlprs.

OES code: 65014

O*NET-SOC code: 35-9011.00

Description of the Job

Dining room and cafeteria attendants and bartender helpers perform any combination of the following duties to facilitate food service: carry dirty dishes from dining room to kitchen; replace soiled table linens; set tables with silverware and glassware; replenish supply of clean linens, silverware, glassware, and dishes; supply service bar with food, such as



soups, salads, and desserts; and serve ice water, butter, and coffee to patrons. They may also wash tables.

Wages

To give the job seeker an idea of what dining room and cafeteria attendants could expect to earn, the statewide *mean* (average) wage is \$8.35 per hour, or \$17,360 per year. The statewide *median* hourly wage for this occupation is \$6.86. Meanwhile, although dining room and cafeteria attendants normally do not receive tips directly, they do get a share of the proceeds from tip pools in addition to the wages shown above.

Employment

There were approximately 3,520 dining room and cafeteria attendants and bartender helpers employed statewide in 1998.

Many of the dining room and cafeteria attendants and bartender helpers work in the services industry, primarily in hotels and other lodging places (48 percent). About 4 percent are employed by amusement and recreation services companies, while 3 percent are found in health services firms. Another key industry for dining room and cafeteria attendants and bartender helpers is retail trade. Some 43 percent of these workers are employed at eating and drinking places.

Outlook

The number of dining room and cafeteria attendants and bartender helpers is expected to decline by 0.26 percent every year during 1998

Dining Rm./Cafeteria Attendants, Bartender Hlprs.

OES code: 65014

O*NET-SOC code: 35-9011.00

through 2008. Partly because waiters and waitresses are beginning to assume the duties of this occupation, about 10 fewer job openings are expected each year. All of the job openings for dining room and cafeteria attendants and bartender helpers will be created by separations. There is high turnover in this occupation because education and training requirements are minimal and it attracts people looking for a short-term source of income. Approximately 110 annual job openings are projected.

Job Requirements

This job involves considerable use of the hands and arms in the handling and cleaning of food items and food supplies. Workers must be able to perform such physical tasks as carrying dirty dishes, wiping and setting tables, replenishing dining room supplies, and restocking food and beverage items. Some contact with customers may be required.

Workers employed in this occupation must enjoy helping people, should have good customer service skills, good hand and wrist movement, and able to do some lifting.

A high school diploma or a GED certificate is generally required for employment in this occupation. Employees may need anywhere from a few days to a few months of training for this job.

Advancement Possibilities

After gaining experience, some dining room and cafeteria attendants and bartender helpers are able to advance to waiter, waitress, or bartender jobs. Opportunities for promotion are generally limited in small size establishments.

Starting Your Job Search

Information about job opportunities may be obtained from local employers and offices of employment service agencies. Newspaper want ads also provide sources of employment.

Fast Food Cooks

OES code: 65032

O*NET-SOC code: 35-2011.00

Description of the Job

Fast food cooks prepare and cook food in a fast food restaurant with a limited menu. Duties are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment.



Wages

The statewide *mean* (average) wage is \$7.60 per hour, or \$15,800 per year. Meanwhile, the statewide *median* hourly wage for fast food cooks is \$6.83.

Employment

In 1998, about 3,110 people were employed as fast food cooks in the State.

Almost all fast food cooks were employed in the retail industry, more specifically at eating and drinking places (98 percent). The few remaining fast food cooks were scattered among the following services and retail trade industries: amusement and recreation services; hotels and other lodging places; miscellaneous retail stores; general merchandise stores; food stores; and auto dealers and service stations.

Outlook

During the 1998 to 2008 period, the number of fast food cooks may increase by 1.09 percent annually. Although this rate of growth is slower than average, it will mean 30 new job openings each year. However, the majority of new positions will be due to replacements. Minimal educational and training requirements, coupled with a large number of part-time positions, makes employment in this occupation favorable to those looking for temporary or short-term jobs and a flexible schedule. Many of these workers move on to other jobs or quit to go back to school full-time. About 80 positions created by vacating workers will bring the total average annual openings to 110.

Fast Food Cooks

OES code: 65032

O*NET-SOC code: 35-2011.00

Job Requirements

Fast food cooks are primarily involved in handling the preparation and cooking of food that usually requires a short preparation time. This includes the use of knives and slicing machines, the ability to follow recipes to prepare food items, and monitor serving portions. Some direct contact with customers may be required.

Those seeking employment in this occupation must have good hand coordination, be in good physical condition, able to speak, read, and follow instructions. Previous experience may be helpful but is not necessary for this job.

This occupation generally requires a high school diploma or equivalent. Future employees may wish to take classes in cooking to prepare for employment in this field. Job training may last for up to one year.

Advancement Possibilities

After acquiring some cooking skills, fast food cooks may be able to advance to an assistant cook position. In general, advancement opportunities for cooks are better than for most other food and beverage preparation and service occupations. Many cooks acquire high-paying positions and new cooking skills by moving from one job to another. Besides culinary skills, advancement also depends on ability to supervise less-skilled workers and limit food costs by minimizing waste and accurately anticipating the amount of perishable supplies needed. Some cooks go into business as caterers or restaurant owners, while others become instructors in vocational programs in high schools, community colleges, or other academic institutions. Some cooks may eventually advance to executive chef positions or supervisory or management positions.

Starting Your Job Search

Information about job opportunities may be obtained from employers and offices of employment service agencies. Newspaper want ads also provide sources of employment. Talking to friends and relatives may provide job leads.

Food Preparation Workers

OES code: 65038

O*NET-SOC code: 35-2021

Description of the Job

Food preparation workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. Duties may also include brewing coffee and tea or preparing sandwiches.



Wages

To give the job seeker an idea of the wage he or she could expect from being a food preparation worker, the statewide *mean* (average) hourly wage is \$9.79, which equates to \$20,360 annually. The statewide *median* hourly wage for this occupation is \$9.74.

Employment

Food preparation workers held about 7,390 jobs statewide in 1998.

More than half of all food preparation workers were employed in the retail trade industry. In this industry, eating and drinking places had 51 percent of the food preparation jobs and another 10 percent were in food stores. The second key industry for food preparation workers was services. Hotels and other lodging places accounted for 15 percent of the total employment of food preparation workers. An additional 12 percent worked for educational service providers such as schools and universities, while 7 percent were employed by health service providers like hospitals and nursing homes.

Outlook

Job openings are expected to be abundant for food preparation workers between 1998 and 2008. The overwhelming majority of job openings will

Food Preparation Workers

OES code: 65038

O*NET-SOC code: 35-2021

arise from the need to replace the high proportion of workers who leave this occupation. About 410 annual openings are expected each year during the 10-year period, but only 40 are anticipated due to growth. This represents a 0.60 percent rate of growth per year, slower than the average for all occupations.

Job Requirements

Food preparation workers help with the physical preparation of food for cooking or serving. This includes cleaning, portioning, cutting, peeling, arranging, and distributing the food according to customers' orders or instructions from supervisors.

Those employed as food preparation workers should have good hand and finger coordination, able to follow instructions, able to work well in teams, and should have physical stamina.

Most employers require only a high school diploma or a GED certificate. Training can be completed in a few days to a few months.

Advancement Possibilities

After acquiring some basic food handling, preparation, and cooking skills, food preparation workers may be able to advance to an assistant cook or short-order cook position.

Starting Your Job Search

For food preparation work, people should contact employers directly or file an application with a public or private employment service office. They should also read the newspaper's classified want ads. Friends and relatives are also good job sources.

General Office Clerks

OES code: 55347

O*NET-SOC code: 43-9061.00

Description of the Job

General office clerks perform duties too varied and diverse to be classified in any specific office clerical occupation. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing.



Wages

General office clerks statewide *averaged* \$11.47 per hour, or \$23,860 per year. The statewide *median* hourly wage is \$10.94.

Employment

There were approximately 12,640 general office clerks employed statewide in 1998.

This occupation is found in all major industries, including government, and is spread out in many sectors of the industries. The major contributor of general office clerk jobs is the services industry. Health services firms employ 12 percent of these clerks, while business services companies employ another 10 percent. Both the retail and combined finance, insurance, and real estate industries employ about 12 percent each of general office clerks. Eleven percent of general office clerks were government employees. Other major employing industries include: wholesale trade; transportation; and construction.

Outlook

Job opportunities should be plentiful for general office clerks due to employment growth, turnover, and the large size of the occupation. Employment is projected to grow faster than average, about 1.44 percent a year from 1998 through 2008. This rate of growth would produce 180 new jobs each year. Turnover is relatively high in this occupation, leading to a predicted 350 job openings each year due to replacement needs. The

General Office Clerks

OES code: 55347

O*NET-SOC code: 43-9061.00

increasing amount of part-time and temporary clerical positions contribute to the large number of job openings.

Job Requirements

General office clerks primarily process a wide variety of information. This often includes entering, transcribing, recording, storing, or maintaining information in either written form or by electronic/magnetic recording. Some knowledge of office machinery such as photocopy machines, FAX machines, and personal computers may be beneficial for this job.

Communication skills such as reading, writing, speaking, and listening are important for this occupation. In addition, employees need to have basic math skills, must be able to follow instructions, and should have good organizational skills.

A high school diploma or equivalent is the general requirement for this occupation. Classes in computers as well as typing may be helpful. Employers may provide training that lasts up to a few months.

Advancement Possibilities

General office clerks who exhibit strong communication, interpersonal, and analytical skills may be promoted to supervisory positions. Others may qualify for more senior clerical or administrative jobs, such as receptionist, secretary, and administrative assistant. After gaining some work experience or specialized skills, many workers transfer to jobs with higher pay or greater advancement potential. Advancement to professional occupations within an establishment normally requires additional formal education, such as a college degree.

Starting Your Job Search

Both public and private employment service offices can provide information about job openings for general office clerks. The classified advertisements may also provide leads for employment or contact an employer for job vacancies.

Guards and Watch Guards

OES code: 63047

O*NET-SOC code: 33-9032.00

Description of the Job

Guards and watch guards stand guard at entrance or patrol premises to prevent theft, violence, or infractions of rules.



Wages

The statewide *mean* (average) wage for guards and watch guards is \$9.09 per hour, or \$18,910 per year. The statewide *median* wage is \$8.43 an hour.

Employment

Statewide employment for guards and watch guards were estimated to be 8,090 in 1998.

Most of the guards and watch guards are employed in the services industry. Some 57 percent work for business services companies, mainly those that provide security services. Another 12 percent work in hotels and other lodging places, and 5 percent are found in educational services establishments like schools. The real estate industry is the second key industry of employment for guards and watch guards, with approximately 12 percent of the jobs. The remainder of the guards and watch guards are distributed throughout the following major industries: retail trade; government; transportation; manufacturing; communications and utilities; agriculture, forestry, and fishing; and wholesale trade.

Outlook

Opportunities for guards and watch guards is anticipated to be favorable. A good proportion of the total job openings expected during 1998 through 2008 would be attributed to employment growth. The desire for more security stemming from the increasing concern about crime, vandalism, and terrorism may be a primary factor explaining the 2.09 percent annual growth rate for this occupation. This is faster than the average for all occupations and will translate into 170 new positions created each year

Guards and Watch Guards

OES code: 63047

O*NET-SOC code: 33-9032.00

during the 10-year period. Many workers leave this occupation each year and about 200 jobs would open up every year as a result of those separations.

Job Requirements

This occupation primarily involves the monitoring and patrolling of industrial and commercial property to ensure security of the premises. Those employed in this occupation must be able to gather and review information to discover problems, and may need to use physical force when apprehending or evicting violators from the premises.

Guards must be able to communicate well with others, able to handle problem situations, and should be able to make decisions independently. Knowledge of security operations and legal codes may be helpful.

Employers primarily require a high school degree for employment in this occupation. Training may last as long as a few months.

Advancement Possibilities

Although guards and watch guards in small companies may receive periodic salary increases, advancement opportunities are limited. Most large organizations use a military type of ranking that offers the possibility of advancement in position and salary. Some guards and watch guards may advance to supervisor or security manager positions. Guards and watch guards with management skills may open their own contract security guard agencies.

Starting Your Job Search

Information about work opportunities for guards and watch guards is available from local security and guard firms and employment service offices. Applications may also be made directly to employers. Newspaper advertisements are another source of employment leads.

Hand Packers and Packagers

OES code: 98902

O*NET-SOC code: 53-7064.00

Description of the Job

Hand packers and packagers pack or package by hand a wide variety of products and materials. Excluded are workers whose jobs require more than minimum training.



Wages

To give job seekers an idea of the wage he or she could expect by working as a hand packer and packager, the statewide *mean* (average) wage is \$8.35 per hour, or \$17,360 per year. The statewide *median* hourly wage for this occupation is \$7.75.

Employment

Hand packers and packagers represented 2,980 of the total statewide employment in 1998.

Hand packers and packagers are employed in a number of industries. Retail trade has the largest proportion, with 30 percent of all hand packers and packagers working in food stores. The nondurable goods manufacturing industry is another key industry, with 19 percent of the jobs in food and kindred product manufacturing companies. Another 7 percent are employed by printing and publishing firms. Another industry concentration is wholesale trade, where 18 percent of hand packers and packagers work in the nondurable goods sector.

Outlook

Hand packers and packagers could experience slower than average employment growth. From 1998 to 2008, employment is expected to grow just 0.87 percent annually. This would produce only 30 new jobs each year. This occupation could be negatively affected by the future use of machines that automatically load, unload, and package materials.

Hand Packers and Packagers

OES code: 98902

O*NET-SOC code: 53-7064.00

However, because of high turnover in this occupation, another 70 job openings are expected each year during the 10-year period. Therefore, the average annual number of total job openings projected for hand packers and packagers is 100.

Job Requirements

Hand packers and packagers perform various physical tasks requiring extensive use of the hands and arms to package products and materials. A variety of hand tools and equipment are used to wrap, seal, sort, and label the merchandise. Employees may also be required to maintain records on product and packaging information.

Persons interested in this occupation must have good hand coordination, able to follow instructions, able to manipulate very small objects, able to inspect and evaluate the quality of products, and should be in good physical condition.

A high school diploma or a GED certificate is generally required for employment in this occupation. Job training may last for a few days to a few months.

Advancement Possibilities

Experience may allow hand packers and packagers to qualify or become trainees for other skilled positions. Many employers prefer to promote qualified workers as openings arise. Some may eventually advance to become supervisors.

Starting Your Job Search

For information about jobs as hand packers and packagers, contact local wholesale and retail establishments, manufacturers, or employment service offices. Newspaper advertisements also provide sources of employment.

Heavy or Tractor-Trailer Truck Drivers

OES code: 97102

O*NET-SOC code: 53-3032.00

Description of the Job

Heavy or tractor-trailer truck drivers drive a tractor-trailer combination or a truck with a capacity of at least 3 tons, to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload truck.



Wages

Heavy or tractor-trailer truck drivers have a statewide *mean* (average) wage of \$15.24 per hour, or \$31,700 per year. The statewide *median* hourly wage for this occupation is \$13.13.

Employment

There were an estimated 3,640 heavy or tractor-trailer truck drivers employed statewide in 1998.

One in four heavy or tractor-trailer truck drivers find employment in the trucking and warehousing sector of the transportation industry. Sixteen percent worked for companies engaged in wholesale trade, such as food and grocery distributors. The agriculture, forestry, and fishing industry also employs about 13 percent of these truck drivers, mostly in the transport of agricultural crops. The remaining truck drivers were distributed across many industries, including construction, government, manufacturing, retail trade, communications and utilities, and services.

Outlook

Employment for heavy or tractor-trailer truck drivers is anticipated to grow at 1.57 percent a year during the 1998-2008 period, a rate that is faster than the average for all occupations. Therefore, 60 new jobs are expected to be created annually as the demand for this type of driver increases. As experienced drivers change to other lines of work, retire, or leave for other reasons there is projected to be about 50 job openings a year. However, job opportunities may vary from year to year because the strength of the economy usually dictates the amount of freight moved by

Heavy or Tractor-Trailer Truck Drivers

OES code: 97102

O*NET-SOC code: 53-3032.00

trucks. Companies tend to hire more drivers when the economy is strong and when it slows they will hire fewer drivers or even lay off some.

Job Requirements

In addition to driving for long periods of time, truck drivers must have the physical capability to perform such duties as securing the cargo being transported, and loading and unloading the cargo. Employees may also be responsible for maintaining a truck log according to state and federal regulations. All workers must have a good driving record. A commercial vehicle driver's license may be required for these positions. Basic mechanical knowledge of vehicles may be helpful.

For this occupation, workers must possess a valid driver's license, a good sense of direction, quick reflexes, good vision, and able to lift, push, pull, or carry objects.

Most employers prefer employees with a high school diploma or equivalent. Persons interested in this occupation need to take a driving course to learn to operate vehicles weighing more than three tons. Training for this occupation may last for up to 3 months.

Advancement Possibilities

In general, advancement of truck drivers is generally limited to driving runs that provide increased earnings or preferred schedules and working conditions. A few truck drivers may advance to dispatcher, manager, or traffic work—for example, planning delivery schedules.

Starting Your Job Search

Information on truck driver employment opportunities is available from trucking companies and offices of employment service agencies. Newspaper advertisements also provide sources of employment. Also, government personnel offices can be contacted for job openings.

Janitors and Cleaners

OES code: 67005

O*NET-SOC code: 37-2011.00

Description of the Job

Janitors and cleaners (except maids and housekeeping cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. Their duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning debris from sidewalk.



Wages

In the state, janitors and cleaners (except maids and housekeeping cleaners) earn *mean* (average) wage of \$8.81 per hour, or \$18,320 annually. The statewide *median* hourly wage is \$8.66.

Employment

Approximately 13,520 people worked as janitors and cleaners (except maids and housekeeping cleaners) in the State during 1998.

The primary industry of employment for janitors and cleaners is services. Business services establishments (like those that provide building maintenance services) employ about 27 percent while educational institutions employ another 24 percent. Hotels and other lodging places, along with health service companies like hospitals, provide a combined 12 percent of the jobs for janitors and cleaners. The real estate industry (primarily building and apartment operators) accounted for 12 percent of employment for janitors and cleaners. The retail trade industry's eating and drinking places had 4 percent of this occupations employment.

Outlook

Job openings for janitors and cleaners (except maids and housekeeping cleaners) should be plentiful primarily because of the need to replace those who leave this very large occupation each year. During the 1998-

Janitors and Cleaners

OES code: 67005

O*NET-SOC code: 37-2011.00

2008 period, 290 job openings are projected to be available each year. In addition to that, 90 openings are expected to come from employment growth at a rate of 0.69 percent a year. Workers will be needed to clean the increasing number of office complexes, factories, and other buildings using more efficient cleaning equipment and supplies.

Job Requirements

Janitors and cleaners primarily perform physical tasks to clean buildings such as sweeping, mopping, scrubbing, and vacuuming. Those employed in this occupation must have good hand coordination, and physical stamina to be able to lift, push, pull, or carry moderately heavy objects. They must be able to read, understand, and follow oral and written instructions. Experience in operating the cleaning equipment used and familiarity with cleaning solutions may be helpful for employment in this occupation.

Workers may need a high school diploma or a GED certificate to gain employment in this occupation. Training may be completed anywhere from a few days to a few months.

Advancement Possibilities

Advancement opportunities for janitors and cleaners are usually limited in organizations where they are the only maintenance worker. However, where there is a large maintenance staff, janitors and cleaners can be promoted to supervisor and to area supervisor or manager. A high school diploma improves the chances for advancement. Some janitors set up their own maintenance business.

Starting Your Job Search

Janitors and cleaners (except maids and housekeeping cleaners) usually find work by answering newspaper advertisements, applying directly to establishments where they would like to work, or contacting employment service offices. Also apply at government personnel offices.

Landscaping & Groundskeeping Laborers

OES code: 79041

O*NET-SOC code: 37-3011.00

Description of the Job

Landscaping and groundskeeping laborers landscape and/or maintain the grounds of property using hand or power tools or equipment. They may work in a nursery facility or at a customer location. These workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. They may also help brick and stone masons.



Wages

Earnings depend on the particular landscaping position and experience, but the statewide *mean* (average) wage for landscaping and groundskeeping laborers is \$10.67 per hour, or \$22,200 per year. Meanwhile, the statewide *median* hourly wage for this occupation is \$10.65.

Employment

There were an estimated 6,510 landscaping and groundskeeping laborers employed in the State during 1998.

Landscaping and groundskeeping laborers work in many industries. The services industry has over 40 percent of these workers in a wide array of different sectors. Amusement and recreation services (which includes golf courses) account for 14 percent of these laborers. Another 8 percent are located in hotels and other lodging places. The real estate industry (including building operators) has about 19 percent of these jobs. Agricultural services firms employ 14 percent of these workers, while about 12 percent were employed by the government to maintain parks and schools.

Outlook

Jobseekers interested in landscaping and groundskeeping laborer occupations should find pretty good job opportunities through 2008. Many openings are expected to result from the need to replace workers who transfer to other occupations or leave the labor force, about 190 per

Landscaping & Groundskeeping Laborers

OES code: 79041

O*NET-SOC code: 37-3011.00

year during 1998 through 2008. Employment for this occupation is projected to grow faster than average, at 2.06 percent annually. This would mean another 130 job openings during the 10-year period. Demand for this type of service should increase with growth in the construction of commercial and industrial buildings, shopping centers, homes, and recreational facilities.

Job Requirements

This job requires workers to perform a variety of physical tasks such as mowing, trimming, digging, and watering, in order to maintain property grounds. Power and hand tools are necessary to perform this job. Familiarity with the various tools utilized may be helpful. Work may be physically demanding.

Workers should have good hand coordination, must be able to do some lifting and carrying, and should be in good physical condition to prevent fatigue from the physical demands of this job.

This occupation may require a high school diploma or equivalent. Employees may need a few days to a few months of training.

Advancement Possibilities

Landscaping and groundskeeping laborers who demonstrate a willingness to work hard and quickly, have good communication skills, and take an interest in the business may advance to crew leader or other supervisory positions. Advancement or entry into positions as grounds manager or landscape contractor usually requires some formal education beyond high school, and several years of progressively responsible experience. Some of these workers open their own business after several years of experience.

Starting Your Job Search

Opportunities are usually found through the newspaper advertisements, by applying directly to employers, by applying at state and local government personnel offices, or by contacting labor unions.

Light Truck Drivers

OES code: 97105

O*NET-SOC code: 53-3033.00

Description of the Job

Light truck drivers (including delivery and route workers) drive a truck, van, or automobile with a capacity under 3 tons. They may drive a light truck to deliver or pick up merchandise. These workers may also load and unload truck.



Wages

To give the job seeker an idea of the wage he or she could expect to make, the statewide *mean* (average) hourly wage for light truck drivers (including delivery and route workers) is \$10.80 per hour, or \$22,470 per year. The statewide *median* hourly wage is \$9.61.

Employment

Light truck drivers (including delivery and route workers) accounted for 5,480 workers in the statewide total employment for 1998.

Light truck drivers are employed in various industries, but four major ones encompass about 92 percent of the total employment for this occupation: transportation; retail trade; wholesale trade; and services. In the transportation industry, trucking and warehousing companies accounted for 12 percent of all light truck drivers, while air transportation had 10 percent. The retail trade's eating and drinking places employed another 10 percent of these drivers, while the nondurable goods sector of wholesale trade provided 17 percent of these jobs. Service industry sectors with substantial employment for light truck drivers were business services and auto repair services and parking companies.

Outlook

Employment growth should be good for those interested in light truck driving. With a projected 1.73 percent annual rate of growth for the years 1998 through 2008, there would be 100 job openings each year. Growing

Light Truck Drivers

OES code: 97105

O*NET-SOC code: 53-3033.00

faster than the average for all occupations and with decent replacement needs, this occupation will have about 180 total job openings annually. As workers leave for other jobs, it is predicted that 80 job openings would result each year.

Job Requirements

Persons employed in this occupation must be able to drive a truck, van, or automobile (with a capacity of under 3 tons) to transport materials, products, or people to a specified destination. Loading and unloading of material transported may be required. Some knowledge on the maintenance of mechanical vehicles and familiarity with street names and locations may be useful. Workers must have a good driving record.

In addition to being a good driver, workers in this occupation must have a good sense of direction, quick reaction time, good vision, and must be able to do some lifting.

Workers may need to obtain a high school diploma or a GED certificate to gain employment in this occupation. Driving instruction courses are offered for trucks, buses, and other commercial vehicles. On-the-job training may last anywhere from a few days to a few months.

Advancement Possibilities

Generally, advancement of truck drivers is limited to driving runs that provide increased earnings or preferred schedules and working conditions. For the most part, these truck drivers may advance to driving heavy or special types of trucks. A few may advance to dispatcher, manager, or traffic work – for example, planning delivery schedules.

Starting Your Job Search

Information on truck driver employment opportunities is available from trucking companies and offices of employment service agencies. Newspaper advertisements are another source of employment leads.

Maids and Housekeeping Cleaners

OES code: 67002

O*NET-SOC code: 37-2012.00

Description of the Job

Maids and housekeeping cleaners perform any combination of tasks to maintain private households or commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly manner. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.



Wages

Maids and housekeeping cleaners had a statewide *median* hourly wage of \$11.27. The statewide *mean* (average) wage for this occupation is \$10.96 per hour, which translates into an annual salary of \$22,790.

Employment

Approximately 10,190 people throughout the State were employed as maids and housekeeping cleaners in 1998.

The overwhelming majority of maids and housekeeping cleaners (90 percent) work in the services industry, or more specifically in hotels and other lodging places (78 percent). Among other service industry sectors, there are 6 percent of these workers in health services like hospitals or nursing homes, and 3 percent in business services. The real estate industry (which includes apartment building operators) is the second key industry, employing 9 percent of all maids and housekeeping cleaners. The remainder of these workers are found in retail trade and a few in agriculture, forestry, and fishing.

Outlook

Job openings for maids and housekeeping cleaners should be sufficient mostly because of the need to replace those that leave this very large occupation. Each year during the 1998-2008 period, job seekers could expect 190 openings due to separations. Fewer jobs will result from

Maids and Housekeeping Cleaners

OES code: 67002

O*NET-SOC code: 37-2012.00

employment growth, forecast to be just 0.92 percent annually during the 10-year period. At this rate of growth, just 90 positions would be created each year.

Job Requirements

Maids and housekeeping cleaners perform physical duties such as dusting, vacuuming, waxing, polishing, and mopping. This job may require the handling and moving of objects to assist in cleaning. Experience in operating a vacuum cleaner, waxing machine, and other machinery used in cleaning may be beneficial to this occupation.

Workers employed in this occupation must be knowledgeable about satisfying customers, able to provide quality service standards, able to inspect and evaluate completed work, coordinated hand movements, and good wrist-finger movement. Workers must also be in good physical condition to prevent fatigue from the continuous body movement required by this job.

Employers generally require a high school diploma or equivalent. Employees may need anywhere from a few days to a few months of training.

Advancement Possibilities

Advancement opportunities for maids and housekeeping cleaners are limited in organizations where they are the only maintenance worker. Where there is a large maintenance staff, however, these cleaners can be promoted to supervisor or manager. A high school diploma improves the chances for advancement. Some may set up their own business.

Starting Your Job Search

Maids and housekeeping cleaners usually find work by answering newspaper advertisements, applying directly to establishments where they would like to work, contacting local labor unions, or contacting employment service offices.

Nursing Aides, Orderlies & Attendants

OES code: 66008

O*NET-SOC code: 31-1012.00

Description of the Job

Nursing aides, orderlies, and attendants work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patient's call bell, serving and collecting food trays, and feeding patients. Orderlies are primarily concerned with setting up equipment and relieving nurses of heavier work. Excluded are psychiatric aides and home health aides.



Wages

The statewide *median* wage for nursing aides, orderlies, and attendants is \$10.60 an hour. The statewide *mean* (average) wage for this job is \$10.45 an hour, or \$21,730 a year.

Employment

The nursing aides, orderlies, and attendants occupation employed 4,180 people statewide in 1998.

Over 90 percent of all nursing aides, orderlies, and attendants worked in the service industry. The health services sector (which includes nursing homes and hospitals) accounted for 77 percent of these workers, while business services had another 12 percent. The only other major industry to employ nursing aides, orderlies, and attendants was government with a 7 percent share of the pie.

Outlook

Job prospects for nursing aides, orderlies, and attendants should be fairly decent through the year 2008. Openings will arise from a combination of rapid growth and replacement needs. Employment is expected to grow faster than the average for all occupations in response to the long-term care needs of our aging population. The anticipated rate of growth for the 1998-2008 period is 1.87 percent annually, thereby producing 80 job openings per year. Turnover is relatively high, a reflection of the modest

Nursing Aides, Orderlies & Attendants

OES code: 66008

O*NET-SOC code: 31-1012.00

job requirements and lack of advancement opportunities. Approximately 60 job openings each year are expected to arise from separations.

Job Requirements

Work performed in this occupation involves helping in the care of patients and providing physical assistance to those unable to care for themselves. Workers should get along well with others, enjoy helping people, have excellent communication skills, able to follow instructions, have physical stamina, able to do some lifting, and good hand coordination. They should be able to act quickly in emergencies and be willing to perform routine tasks. Some previous work-related skill, knowledge, or experience may be helpful for this occupation, but is usually not necessary.

A high school diploma or a GED certificate is generally the education requirement acceptable for this occupation. However, those interested in this job may want to enroll in a job-related course that prepares individuals for employment as a nursing assistant/aide. Training could take anywhere from a few days to one year.

Advancement Possibilities

Opportunities for advancement for nursing aides, orderlies, and attendants are limited. To enter other health occupations, aides generally need additional formal training. Some employers and unions provide opportunities by simplifying the educational paths to advancement. Experience as an aide can also help individuals decide whether to pursue a career in the health care field.

Starting Your Job Search

Information about employment opportunities for nursing aides, orderlies, and attendants may be obtained from local hospitals, nursing homes, psychiatric facilities, State boards of nursing and offices of employment service agencies.

Receptionists and Information Clerks

OES code: 55305

O*NET-SOC code: 43-4171.00

Description of the Job

Receptionists and information clerks answer inquiries and obtain information for the general public (i.e., customers, visitors, and other interested parties). They provide information regarding activities conducted at their establishment; location of departments, offices, and employees within organization; or services in a hotel. These workers may also perform other clerical duties as assigned. Excluded are those who operate switchboards.



Wages

The statewide *mean* (average) wage for receptionists and information clerks is \$10.25 an hour, or \$21,310 a year. The statewide *median* hourly wage for this occupation is \$10.21.

Employment

About 5,170 workers were receptionists and information clerks in the State during 1998.

Nearly three-fourths of all receptionists and information clerks worked in services industries, and almost half of these (and 36 percent of the total) were employed in the health services industry in places such as doctors' and dentists' offices and hospitals. Other areas of concentration within the services industry include: business services, hotels and other lodging places, and personal services. Finance, insurance, and real estate industries also employed a sizeable amount of these workers.

Outlook

Employment of receptionists and information clerks is expected to grow faster than the average for all occupations from 1998 through 2008. Increasing 2.01 percent each year will yield 100 new annual job openings during the 10-year period. This growth will result from rapid expansion in the services industry. In addition, high turnover in this occupation will create another 100 openings each year as workers transfer to other jobs or

Receptionists and Information Clerks

OES code: 55305

O*NET-SOC code: 43-4171.00

stop working completely. Although new technology reduces the need for more hiring, these workers perform a wide variety of tasks, some of which are interpersonal in nature and not easily automated.

Job Requirements

This job involves considerable contact with the general public. Workers must be able to work cooperatively with others to obtain relevant information necessary to answer questions and provide information on various subjects.

Good communication skills such as - speaking, listening, reading, and writing are necessary for this job. In addition, employees must have excellent customer service skills and must be able to get along with different types of personalities.

Most employers require only a high school diploma or a GED certificate. Instruction in telephone answering techniques and familiarity with computers may help improve job performance. Training may last for up to three months.

Advancement Possibilities

Advancement for receptionists and information clerks usually comes from a transfer to a position with more responsibilities or by promotion to a supervisory position. Most companies fill supervisory and managerial positions by promoting within their organization, so receptionists and information clerks who acquire additional skills, experience, and training improve their advancement opportunities. Receptionists may advance to a better paying job as a secretary or administrative assistant. Additional training is helpful in preparing information clerks for promotion.

Starting Your Job Search

Opportunities are usually found through the newspaper advertisements, by applying directly to employers, or by applying at employment service offices.

Retail Salespersons

OES code: 49011

O*NET-SOC code: 41-2031.00

Description of the Job

Retail salespersons sell to the public any of a wide variety of merchandise, such as furniture, motor vehicles, appliances, or apparel. Included are workers who sell less expensive merchandise where a knowledge of the item sold is not a primary requirement. Excluded are cashiers.



Wages

The statewide *mean* (average) wage for retail salespersons is \$8.99 per hour, or \$18,700 per year. Meanwhile, the statewide *median* hourly wage is \$7.93. These wages already take into account any commissions that these salespersons receive as a percentage of the sales that they make.

Employment

An estimated 20,430 retail salespersons were employed statewide in 1998.

Retail trade sectors where the greatest concentration of retail salespersons were found include: miscellaneous retail stores (27 percent), apparel and accessories stores (25 percent), general merchandise stores 19 percent), food stores (6 percent), and auto dealers and service stations (6 percent). Ninety percent of these salespersons are in retail trade, while wholesale trade followed with 5 percent.

Outlook

If employment of retail salespersons grows at the expected rate of 1.27 percent a year, there would be about 260 new job openings each year from 1998 to 2008. This rate of growth is in line with the average for all occupations. Add to that an average of 690 annual job openings that are estimated to become available in order to replace those workers who transfer to other jobs or stop working altogether. Employment opportunities for retail salespersons will be favorable as long as there is growth in retail sales. However, during economic downturns, sales

Retail Salespersons

OES code: 49011

O*NET-SOC code: 41-2031.00

decline and the demand for workers declines as well. This occupation will continue to provide opportunities for part-time and seasonal workers.

Job Requirements

Retail salespersons sell merchandise directly to customers based on the customer's needs and desires. Experience in sales or as a cashier, knowledge of the products sold, and familiarity with the operation of machinery may be desirable.

Persons employed in this occupation should enjoy helping customers, have strong communication skills to be able to describe the merchandise being sold, must be able to deal effectively with a variety of people, and should have basic math skills.

A high school diploma or equivalent is generally the requirement for this occupation. Many employers provide on-the-job training, which may last about 3 months or more.

Advancement Possibilities

As retail salespersons gain experience and seniority, they usually move to positions of greater responsibility and may be given their choice of departments, with potentially higher earnings and commissions. It is possible for employees without college degrees to advance to supervisory positions, but higher education is preferred. Promotions vary and may be limited in smaller establishments. However, in large retail businesses, advancement to positions such as assistant manager, department manager, or regional sales manager are possible.

Starting Your Job Search

Many retail salespersons are hired from applications made directly to the retail stores. Job announcements for salespersons can be found in the classified ad section of most newspapers, or by visiting an employment service office. Retail shopping centers provide an excellent way to enter the retail sales industry.

Tellers

OES code: 49011

O*NET-SOC code: 41-2031.00

Description of the Job

Tellers receive and pay out money. They keep records of money and negotiable instruments involved in a financial institutions' various transactions.



Wages

The statewide *mean* (average) wage for tellers is \$10.20 per hour, or \$21,220 per year. The statewide median hourly wage is \$10.06. In addition, some banks offer incentives that reward tellers for inducing customers to use other financial products and services offered by the bank.

Employment

There were approximately 2,870 tellers working in the State in 1998.

All tellers worked in the finance, insurance, and real estate industry. Nearly all of these tellers (over 99 percent) were employed by depository institutions, which includes commercial banks, savings institutions, and credit unions. The remaining few tellers were employed by nondepository institutions, security and commodity brokers, and holding and other investment offices.

Outlook

Employment of tellers is expected to decline through 2008. Projected to dip 0.66 percent every year during the 1998-2008 period, the number of tellers would decrease by about 20 each year. Changes in the way people bank will impact the employment of tellers. The use of ATMs, direct deposit, and electronic banking will all work to reduce the number of tellers needed. Nevertheless, a sufficient number of job openings will arise from replacement needs because turnover is high. Approximately 120 new job openings are expected each year during the 10-year period.

Job Requirements

Tellers deal directly with customers and must be able to handle a variety of financial transactions. Some of these duties include receiving money for deposit, cashing checks, counting money, issuing checks, and balancing all transactions at the end of the day.

Potential job seekers should be skilled in math, enjoy helping others, be able to get along well with others, and have excellent communication skills. Some previous work-related knowledge may be helpful. Familiarity with computers may also be beneficial for employment in this occupation.

Although most employers will hire persons with only a high school diploma, some positions may require additional vocational training or job-related course work. Classes in accounting, finance, and economics may be useful to the job seeker. Training of up to one year may be needed to gain proficiency in this job.

Advancement Possibilities

Advancement opportunities are good for well-trained, motivated tellers. Experienced tellers may advance to head teller, customer service representative, or new accounts clerk. Outstanding tellers who have had some college or specialized training offered by the banking industry may be promoted to a managerial position. Banks encourage this upward mobility by providing access to education and other sources of additional training.

Starting Your Job Search

Individual banks can provide detailed information about job openings and the activities, responsibilities, and preferred qualifications of tellers. Newspaper advertisements and employment service offices provide sources of employment.

Waiters and Waitresses

OES code: 65008

O*NET-SOC code: 35-3031.00

Description of the Job

Waiters and waitresses serve food and/or beverages to patrons at tables. They usually take orders from the patron and make out the checks. They may set the table with linen and silverware and take payment from patrons. Their duties may also include serving customers at a counter as well as tables. Excluded are workers who only work at counters.



Wages

The statewide *mean* (average) wage for waiters and waitresses is \$7.08 per hour, or \$14,720 per year, and the statewide *median* hourly wage is \$6.12. These wages include tips, which could be higher than the base pay. Tips usually average between 10 and 20 percent of guests' checks, so waiters and waitresses working in busy, expensive restaurants may earn the most.

Employment

There were approximately 14,610 waiters and waitresses statewide during 1998.

Retail trade eating and drinking places employed the overwhelming majority (70 percent) of waiters and waitresses. Another 26 percent worked in hotels and other lodging places, while 2 percent were found in amusement and recreation services companies.

Outlook

Job openings for waiters and waitresses will be abundant during the 1998 to 2008 period. The vast majority of openings will arise from the need to replace the high proportion of workers who leave this very large occupation each year. About 810 jobs would open up due to separations each year during the 10-year period. Employment is expected to grow just 0.64 percent annually from 1998-2008, slower than average. This would

Waiters and Waitresses

OES code: 65008

O*NET-SOC code: 35-3031.00

account for an additional 90 job openings. The total annual openings for this occupation is expected to be 900 from 1998 through 2008.

Job Requirements

This job requires considerable interaction between employees and customers. Workers must perform various physical activities such as lifting, balancing, walking, and stooping while serving customers. This occupation may be physically demanding.

Persons employed in this occupation need to have good customer service skills, good communication skills, the ability to get along well with all types of people, physical stamina, and basic math skills to compute the cost of the customer's order.

A high school diploma or equivalent is generally necessary for this occupation. Employees may require a few days to a few months of training.

Advancement Possibilities

Opportunities for promotion usually mean going to a more expensive restaurant where tips would be bigger. Some waiters and waitresses advance to supervisory jobs, such as head waiter or restaurant manager. In general, advancement opportunities are limited in small size establishments. However, in large restaurant chains, workers who excel at their work could be invited to enter the company's formal management training program.

Starting Your Job Search

To become a waiter or waitress, you should contact employers directly or file an application with an employment service office. You should also read the newspaper want advertisements. Information about job opportunities may be obtained directly from employers and friends and relatives.

Appendix

Wages:

Wage data provided in the publication are guidelines as to what a worker may reasonably expect to be paid. It is not a guarantee that the occupation automatically pays the wages provided in the occupational guide.

Wages are from the 1999 Occupational Employment Statistics (OES) survey gathered by our Research and Statistics Office. The OES survey is a federal/state cooperative project that is conducted annually.

- **Mean Hourly Wage** is the estimated total wages for an occupation divided by its weighted survey employment.
- **Median Hourly Wage** is the midpoint: half of the workers in an occupation earned more and half earned less.

Wage data are also available for other occupations and may be accessed on line at <http://www.loihi.state.hi.us> or contact the Research and Statistics Office.

Employment and Outlook:

Data are based on the 1998 to 2008 Hawai'i occupational employment projections that are produced by the Research and Statistics Office.

- **Average Annual Job Openings** is equal to the total job openings divided by 10 (the number of years in the projection period).
- **Total Job Openings** is equal to the job openings due to growth and the job openings due to separation.

Employment projections are available for other occupations and may be accessed on line at <http://www.loihi.state.hi.us> or <http://alms.dws.state.ut.us>. Also the publication State of Hawai'i Employment Outlook for Industries and Occupations, 1998 - 2008 is available from the Research and Statistics Office.

Other Sources:

Information for the occupational guides were also derived from the following sources:

O*Net OnLine - O*NET, the Occupational Information Network, is a comprehensive database of worker attributes and job characteristics.
<http://www.onetcenter.org>

Occupational Outlook Handbook 2000-01 Edition - U.S. Department of Labor, Bureau of Labor Statistics January 2000. This is another source of career information, designed to provide assistance to individuals making career decisions. It provides information for a wide range of occupations. Information may be accessed at <http://www.bls.gov/ocohome.htm>.

Job Search:

The most common ways to start a job search include going to a public employment service office, talking to friends and relatives, searching through the want ads, going directly to employers or contacting private employment agencies.

The Workforce Development Division (WDD) of the Hawai'i State Department of Labor and Industrial Relations coupled with the new One-Stop Centers provide public employment services to individuals living in the State of Hawai'i. These services include employment counseling, identifying job-search skills, computerized job listings, information on job training, and referrals to job openings. For assistance with job search or choosing the right career, contact the following WDD offices.

Internet Search:

Workforce Development Division at <http://dlir.state.hi.us/wdd/>
Hawai'i's Job Bank (Jobs in Hawai'i) at <http://www.ajb.dni.us/hi>
America's Job Bank (Jobs Nationwide) at <http://www.ajb.dni.us/>

List of WDD Offices:

HONOLULU OFFICE

830 Punchbowl Street, Room 112
Honolulu, HI 96813
Phone: (808) 586-8700

WAIPAHU OFFICE

94-275 Mokuola Street, Room 300
Waipahu, HI 96797
Phone: (808) 675-0010

KAPOLEI OFFICE

601 Kamokila Boulevard, Room 588
Kapolei, HI 96707
Phone: (808) 692-7630

KANE'OHE OFFICE

45-1141 Kamehameha Highway
Kane'ohe, HI 96744
Phone: (808) 233-3700

KAUA'I BRANCH

3100 Kuhio Highway, Suite C10
Lihu'e, HI 96766
Phone: (808) 274-3056

HAWAII BRANCH

180 Kinoole St., Ste. 205
Hilo, HI 96720
Phone: (808) 974-4126

KONA OFFICE

74-5565 Luhia Street (Kaiwi Sq. C-4)
Kailua-Kona, HI 96740
Phone: (808) 327-4770

MAUI BRANCH

2064 Wells Street, Suite 108
Wailuku, HI 96793
Phone: (808) 984-2091

KAUNAKAKAI OFFICE

75 Makaena Street
Kaunakakai, HI 96748
Phone: (808) 553-1755

Hawaii's Entry Level Occupations

State of Hawaii
Dept. of Labor & Industrial Relations
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